

- Q.1 Why **stock values** in *Reports → Location Item Reports → Location Item Status & Value* **does not tally** with those in *Reports → Inventory Reports → Item Status & Value*?

*Version 9.0 (01Jan 2002) and after – Maxx*

Solution

To get rid of it, follow the steps below:

Step 1: Go to *Housekeeping → Recover Quantity*, click on **Ok**

Step 2: Go to *Housekeeping → Recover Artran & Arpsa*, click on **Ok**

Step 3: Go to *Reports → Location Item Reports → Recover Location Quantity Transaction*, click on **Ok**

- Q.2 Error message prompted when launch STK:  
Title bar: **Microsoft Visual FoxPro**  
Error message: **The resource file is not valid.**  
**Overwrite it with new empty one.**

*Version 8.3 and after – Maxx*

Solution

Go to *ubsstk90* folder and then delete the file **foxuser.dbf**.

- Q.3 Error message prompted upon login:  
**File access is denied**

*Version 8.3 and after – Maxx*

Solution

Go to login screen again, select User ID, key in the password (UBS), right click on **Exit** button, type 'A123', click on **Yes, Ok**.

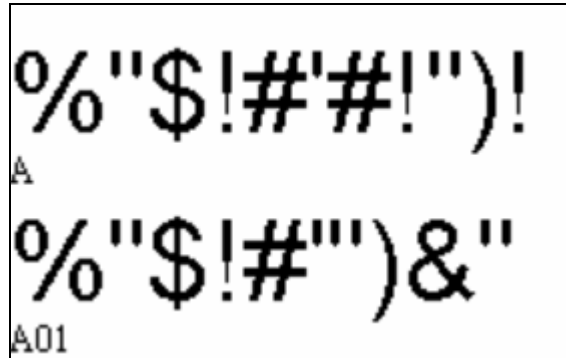
- Q.4 Why does **quantity balance** in Stock Card Report **does not tally** with quantity on hand?

*Version 8.3 and after – Maxx*

Solution

Go to *Housekeeping → Recover Quantity*: tick the check boxes of **'Set Infinity Number To 0'** and **'Recover Trancode From Item No'**, then click on **Ok**.

- Q.5 Why there are some **funny characters** in **barcode** (*Maintenance* → *Item Maintenance* → *Print Barcode*)?



Version 8.3 and after – Maxx

### Solution

This is because the system can't recognize the barcode font type. To get rid of it, follow the steps below:

- Step 1: Install UBS Point Of Sale to obtain the font type
- Step 2: (In STK) Go to *Maintenance* → *Item Maintenance* → *Print Barcode* → click on **Ok** → click on **Preview**
- Step 3: Go to *File* → *Save As* → report file name default are called **stk0041** → click on **Save** → *File* → *Close* → click on **Setting** → File name: key in **stk0041** → click on **Ok**
- Step 4: Highlight the file name called **bc\_code128(alltrim(icitem.itemno))** then go to *Format* → *Font* → select the font type called **BC C392 to 1 HD Medium** then click on **Ok**
- Step 5: Go to *File* → *Save*
- Step 6: Go to *View* → *Preview*

### Q.6 How to solve funny character when issuing Delivery Order transaction?

Version 9.0 (18/01/2005) and after? – Maxx

#### Solution

Step 1: Go to *Housekeeping* → *Exit*, type **F**

Step 2: In FoxPro command type:

**USE ARTRAN**, press **Enter**

**SET FILTER TO FPERIOD = 0**, press **Enter**

**BROWSE**, press **Enter**

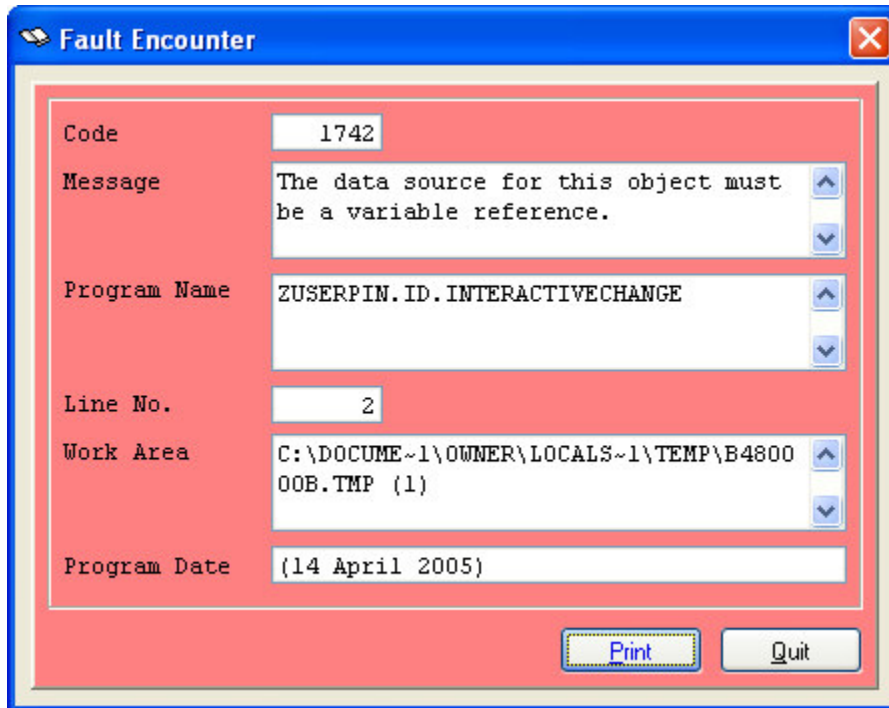
Step 3: Click on second left box at the row which have funny characters

Type	Refno	Refno2	Trancode	Custno	Fperiod	Date	Desp	Despa
DO	D0963							
DO	D0971							
DO	D0972							

Step 4: Click **Close**, type **quit**, press **Enter**, click on **No**

(Go to *Transactions* → *Delivery Order*, no more funny character)

Q.7 **Error message** prompted when go to *Housekeeping* → *Run Setup* → *User Defined* → *User Defined Menu*



Version 9.1 (14/04/2005) – Maxx

Solution

Copy **user.dbf** from new data folder and paste to this problem data folder

Q.8 Based on sample data, why *Location Stock Card Report* some item **stock balance not tally** with *Location Graded Item Stock Card Report*? For your information, in *Location Stock Card Report* the item stock balance are correct.

In *Location Stock Card Report*, result show:

Item No	Location Code	Total In	Total Out	Total Balance
80-1002DG	888	366	<b>302</b>	<b>64</b>

In *Location Graded Item Stock Card Report*, result show:

Item No	Grade	Location Code	In	Out	Balance
80-1002DG	S	888	39	4	35
80-1002DG	M	888	102	5	97
80-1002DG	L	888	124	7	117
80-1002DG	XL	888	101	7	94
		Total	366	<b>23</b>	<b>343</b>

Version 9.1 (14/04/2005) – Maxx

### Solution

Go to *Reports* → *Graded Item Reports*, select *Recover IGRADE,ITEMGRD,LOGRDOB* then click on **Yes** button

Q.9 Posting to UBS Accounting, message prompted '**Data Type Mismatch**'.

*All Version – Shir Lee*

### Solution

- This is because the two products (ACC & STK) are in different version
- It's recommended to install the ACC & STK from a same release of Product CD

Q.10 When and how to use the tool: **recovers.exe**?

*Version 9.1 (02 Mar 2006) and after – Cschan*

### Solution

This tool is used when database file is corrupted, Memo FPT is missing or corrupted, or when encounter message 'Not a table'. The steps of using it:

- Double click to run **recovers.exe** (in UBS program folder)
- In **Main** tab, click on **Select record file**, specify the database file to be fixed (i.e. ictran.dbf)
- Click on **View & Scan** to verify the condition of the file
- Click on **OK** and proceed to **ErrorScan / Repair**
- When the file was successfully recovered, a message will be prompted for the file status
- Skip the functions of **Generate.DEF**, **Options** & **View manual.txt**
- Click on **EXIT** to quit the system
- Login into STK and run **Upgrade Data Files**

Q.11 I have sold a stock item but it does not appear in **Stock Card Report**?

*Version 9.1 (02 Mar 2006) and after – Cschan*

### Solution

There is an option to mark '**Update Qty**' in transaction body.

Q.12 An error message prompted (**Code 10, Syntax error**, **Ztoprin.preview.click**) when preview Invoice.

*Version 9.1 (02 Mar 2006) and after – Cschan*

### Solution

There is a wrong picture filename '**UBS.ico**' found in data folder, the correct picture name is '**UBS1.ICO**'.

Q.13 What happen to the system when I have deleted the transaction **DO** and unmark the option '**Recover Related SO**' after the transaction was updated from SO?

*Version 9.1 (02 Mar 2006) and after – Cschan*

Solution

- System will create a wrong delivery quantity in report **Outstanding SO Status**
- To fix this problem, go to *Housekeeping* → *Recover Quantity*, tick on **Manual Update Trancode (iclink.dbf) From Arpso**, delete 'Y' in **Order\_cl** column, edit **Shipped (SO)** to **zero** and click **Delete** button at the bottom part

Q.14 In *Periodic* → *Post To Daccount*, when clicking **Import Into Daccount** after Export Bills, message prompted: **Exported file not found**

*All Versions – SY Lee*

Solution

Make sure the Exported File Name is **GLPOST9.DBF**

Q.15 In *Periodic* → *Post To Daccount*, when clicking **Import Into Daccount** after Export Bills, message prompted: **Transaction File In Use, Please Try Again**

*All Versions – SY Lee*

Solution

(In UBS Accounting), select *Housekeeping* → *Close All Your Files* → click Ok

Q.16 I have issued a Sales Order, when I try to issue Invoice and update it from Sales Order, system prompts an error message "**No outstanding SO for this customer**". But the Outstanding SO Status report still has outstanding balance.

UBS STOCK CONTROL						
OUTSTANDING SO STATUS						
TYPE	REFNO	ITEM NO.	ORDER	DELIVERED	OUTSTANDING	PRICE
SO	00000001	{08/05/2006} {3000/M01} {MAXX COMPUTER}	M001	2	0	2 550.00

*Version 9.1 (26 October 2005) and after – Maxx*

Solution

Go to *Housekeeping* → *Run Setup* → *General Setup* → *Transaction*: un-tick **SO has to be Verify**.

Q.17 When you print Invoice report with reference number “00000001”, it shows that SERVICE code is at first item while M01 code is at second item (refer figure 17-1). But in Invoice module, M01 code is showed as first item & SERVICE code as second item (refer figure 17-2). How to print the Invoice report that showing M01 code as first item & SERVICE code as second item? (Note: use original Invoice report, do not customize it)

<b>UBS CORPORATION BERHAD 441389-K</b> Level 51, Tower 2, Petronas Twin Tower Kuala Lumpur City Centre 50800 Kuala Lumpur Tel : 03-20316178 Fax : 03-20316428						
<b>MAXX COMPUTER SDN BHD</b>				<b>INVOICE</b>		
ATTN. : TEL. : FAX : A/C NO. : 3000/M01				NO. : 00000001 DATE : 02/05/2006 TERM : PAGE : 1		
<b>D.O. NO. : 00000001</b>						
ITEM NO.	DESCRIPTION	QTY	U. PRICE	DIS.	TAX	AMOUNT
1	SERVICE DELIVERY CHARGES					30.00
2	M01 MONITOR	1 UNIT	560.00			560.00
: FIVE HUNDRED NINETY ONLY						
TOTAL QUANTITY		1				
		TOTAL				590.00
		DISCOUNT				0.00
		NET				590.00
		TAX				0.00
		GROSS				590.00
_____ AUTHORISED SIGNATURE(S)			_____ RECEIVED BY			

Figure 17-1

INV 0000001 - MAXX COMPUTER SDN BHD - 3000/M01 - 02/05/2006

Item No.		On Hand	0	UNIT
Description		Quantity	0	
Remark 1		Price	0.00	
Remark 2		Amount	0.00	
Location				
<input type="checkbox"/> Change Unit				
Unit Of Measure	1.0000	1.0000		
Cost	0.00	<---- Last 3 (Prices, % Discount) ---->		
Selling	0.00	/ /	0.00	
	0.00	/ /	0.00	
	0.00	02/05/2006	560.00	

Item	Description	Qty	Price	Amount
1	M01 MONITOR	1 UNIT	560.00	560.00
2	SERVICE DELIVERY CHARGES	0 SET	0.00	30.00

590.00

Figure 17-2

All Versions – Maxx

**Solution**

Go to *Housekeeping* → *Run Setup* → *General Setup* → *Stock Valuation*: un-tick **Print Invoice item sort by Item Desp.**

Q.18 How to **fully delete** an Invoice with reference number “INV 0001”?

All Versions – Maxx

**Solution**

Step 1) Go to Boss Menu, tick **Unvoid Transactions**, remove last column Y and click on **Apply** → click on **Exit**

Step 2) Go to Dealer Menu, un-tick **Keep Deleted Bills**, **Ok**

Step 3) Go to Transactions → Invoice: click on **Delete**

Or

Step A) Go to Boss Menu: tick **Unvoid Transactions**, remove last column Y and click on **Apply, Exit**

Step B) Go to Transactions → Invoice: click on **Delete**, un-tick **Keep deleted bill**

Q.19 Quantity B/F for M01 is 10, an Invoice of 2 units is issued, and a Credit Note of 1 unit is issued. Why the balance of M01 in **Stock Card** report is **not correct**?

Wrong report

UBS STOCK CONTROL							
MONITOR							
ITEM NO. : M01							
DATE	REF.	DESP.	IN	OUT	BALANCE	U. PRICE	
BALANCE B/F:					10		
01/05/2006	INV	INV 0001	MAXX COMPUTER SDN	2	8	460.00	

Correct report

UBS STOCK CONTROL							
MONITOR							
ITEM NO. : M01							
DATE	REF.	DESP.	IN	OUT	BALANCE	U. PRICE	
BALANCE B/F:					10		
01/05/2006	INV	INV 0001	MAXX COMPUTER SDN		8	460.00	
02/05/2006	CN	CN 0001	MAXX COMPUTER SDN	1	9	460.00	

All Versions – Maxx

### Reason

In body of Receive transaction, Tax column was accidentally ticked.

### Solution

- Go to *Periodic* → *Check Records In Files* → *Data Integrity Check* & check whether there is/are any bad record(s)
  - Go to *Transactions* → *Credit Note*: click on **Body**, double click on item M01, un-tick **Tax**, key in "1" at **Quantity** field, click on **Save, Accept**
- Or
- Go to *Transactions* → *Credit Note*: click on **Body**, delete the item M01, add a same item code then key in "1" at **Quantity** field, click on **Save, Accept**

Q.20 How to **arrange same item in sequence** in Invoice from Figure 20-1 to figure 20-2?

UBS CORPORATION BERHAD 441389-K							
Level 51, Tower 2, Petronas Twin Tower Kuala Lumpur City Centre 50800 Kuala Lumpur Tel : 03-20316178 Fax : 03-20316428							
MAXX COMPUTER SDN BHD				INVOICE			
ATTN. :				NO. : 00000001			
TEL. :				DATE : 01/05/2006			
FAX :				TERM :			
A/C NO. : 3000/M01				PAGE : 1			
ITEM NO.	DESCRIPTION	QTY	U PRICE	DIS.	TAX	AMOUNT	
1 M01	MONITOR	2 UNIT	500.00			1,000.00	
2 C01	CPU	1 SET	1250.00			1,250.00	
3 M01	MONITOR	1 UNIT	500.00			500.00	

Figure 20-1

UBS CORPORATION BERHAD 441389-K							
Level 51, Tower 2, Petronas Twin Tower Kuala Lumpur City Centre 50800 Kuala Lumpur Tel : 03-20316178 Fax : 03-20316428							
MAXX COMPUTER SDN BHD				INVOICE			
ATTN. :				NO. : 00000001			
TEL. :				DATE : 01/05/2006			
FAX :				TERM :			
A/C NO. : 3000/M01				PAGE : 1			
ITEM NO.	DESCRIPTION	QTY	U PRICE	DIS.	TAX	AMOUNT	
1 C01	CPU	1 SET	1250.00			1,250.00	
2 M01	MONITOR	1 UNIT	500.00			500.00	
3 M01	MONITOR	2 UNIT	500.00			1,000.00	

Figure 20-2

All Versions – Maxx

Solution

Go to *Transactions* → *Generate / Update* → *Arrange Invoice Details By Item* → *Invoice*, select correct **Period**, click **Ok, Yes, Ok**.

- Q.21 Error message prompted out error code 2091 message Table "c:\ubsstk90\data\artran.dbf" has become **corrupted**. The table will need to be repaired before using."

*Version 9.1 (01 Mar 2006) and after – Maxx*

Reason

One of the reason, current out while issuing any transaction in UBS Stock Control system.

Solution

Method 1:

Step 1) (In Windows Explorer) Copy the file DBF\_FIX.exe from program folder to data folder

Step 2) Go to Start → Run → type "cmd" & click OK → type "cd c:\ubsstk90\data" & press Enter → type "dbf\_fix.exe artran.dbf" & press Enter → type "y" → type "Exit" & press Enter

Method 2:

(In STK) Go to *Reports* → *External Application* → select Run DBF\_FIX.exe → click Run → type "Y" → type "EXIT"

Go to Housekeeping → Upgrade Database Files

Method 3:

Use "recovers.exe". For more details, refer to Question 10.

- Q.22 When I print invoice, an error message '**Memo file c:\ubsstk90\pt5\icbil#02.frt is missing or is invalid**' prompted.

*All versions – Maxx*

Solution

Delete the file "icbil#02.frx" from STK data folder since the "icbil#02.frt" is missing.

- Q.23 How to enable **Setting** button in Select Company menu?

*All versions – Maxx*

Solution

Right click on **Exit** button then click on **Yes** button.

- Q.24 After adding a new user ID (i.e. WS ONG) in User ID Maintenance, an **error message** prompted when clicking on Exit button:  
Code 10 and message Syntax error

*Version 9.0 (11Mar 2004) and after – Maxx*

Solution

- Characters at User ID field is not allowed to have **spacing** in between
- Delete User ID and add User ID again

- Q.25 I have maintained foreign currency for customer 3000/A01 in Customer File Maintenance. Why when I issue Invoice for this customer, the **Currency Rate** is **barred** and cannot be changed in the Header?

*Version 8.3s and above –VWS*

Invoice			
Period	7 July-2006	<input type="checkbox"/> Update From <u>D</u> D	Last Invoice No. 00000009
Invoice No.	00000010	<input type="checkbox"/> Update From <u>S</u> D	Country Code SGD
Cust. No.	3000/A01	<input type="checkbox"/> Update <u>Q</u> ty Returned	<b>Currency Rate 1.000000</b>
		<input type="checkbox"/> Multiple Payment Mode	

Solution

- (In *Housekeeping* → *Run Setup* → *General Setup* → *Transaction*, Add Footer part: un-tick **Exchange Rate on invoice total**
- If this option is ticked, the Currency Rate is barred in Header and an extra field Exchange Rate will be appeared in Footer

- Q.26 I have included CN into cost calculation. The cost of Item A is RM10 and the selling price is RM12. I made the transactions below:

Sold Item A: issue INV with quantity 1 unit & price RM12.

Customer returns Item A: issue CN with quantity 1 unit & price RM12.

When I view *Inventory Reports* → *Item Status and Value* and *Enquiry* → *Trace Item Cost and Value*, the cost of item A has been changed to RM12 instead of RM10. My stock value is wrong since the system is using the selling price of the CN instead of the cost.

*Version 9.0 and above -VWS*

Solution

Use *Transactions* → *Generate/Update* → *Maintain Purchase Price*. Tick Credit Note, then maintain the cost in the last column.

<b>Maintain Purchase Price</b>							
Type	Ref.No.	Date	Item No.	Qty	Price	Purc.Amount	
CN	00000001	26/07/2006	A	1	12.00	10.00	
CN	00000002	27/07/2006	C	2	36.00	0.00	
CN	00000003	27/07/2006	E	1	10.00	0.00	

Q.27 Why there is **no transaction shown** in ACC (*Debtors → Print Debtors Statement*) after cash sale transaction is posted from STK to ACC?

*All Versions – PC Ku*

**Solution**

Even though you have selected Cust. No. (debtor code) in cash sale transaction, make sure you have ticked on **Debtor Account** at header screen.

**Add Cash Sale**

Period: 5 May 2006 **Cash Sale**

Bill No.: 00000001

Cust. No.: 3000/A01

Date: 08/05/2006

Ref. No. 2: [ ]

1. Cash Account  
 2. Debtor Account  
 3. Multiple Payment Mode

Q.28 Why **stock card** report and **location stock card** report show **difference** transaction listing?

**Stock Card Report**

STOCK CARD									
JULY 2005 - MAY 2006									
							PAGE : 1		
							11/05/2006		
<b>9003</b>	<b>ACCESSORY</b>								
VIVID SQUARE SDN. BHD.									
DATE	REF.	DESCRIPTION	IN	OUT	BALANCE	COSTP.	COSTP.	AMOUNT	
		BALANCE B/F			0				
06/09/2005	RC PC600307	ENG WAH EMPORIUM	10		10	5.63		56.30	
13/12/2005	CS CS 00536	SUNFLOWER SMART		3	7		17.43	52.29	
19/12/2005	CS CS 00565	CH'NG LEONG AUN		1	6		5.81	5.81	
31/12/2005	OAI AI00001	ADJUSTMENT	2		8	5.81		11.62	
23/02/2006	CS CS 00805	ANTHURIUM FLOREST		8	0		0.00		
TOTAL :			12	12	0				

*Location Stock Card Report*

STOCK CARD								
JULY 2005 - MAY 2006								
PAGE : 1								
11/05/2006								
LOCATION : VS		VIVID SQUARE						
9003		ACCESSORY						
VIVID SQUARE SDN. BHD.								
DATE	REF.	DESCRIPTION	IN	OUT	BALANCE	COST.P.	SELL.P.	AMOUNT
		BALANCE B/F			0			
25/07/2005	RC CZ100002	GUAGZHOU	2		2	5.66		11.32
06/09/2005	RC PC600307	ENG WAH EMPORIUM	10		12	5.63		56.30
13/12/2005	CS CS 00536	SUNFLOWER SMART		3	9		8.00	24.00
19/12/2005	CS CS 00565	CH'NG LEONG AUN		1	8		10.00	10.00
31/12/2005	OAI A100001	ADJUSTMENT	2		10	5.81		11.62
23/02/2006	CS CS 00805	ANTHURIUM FLORET		8	2		8.00	64.00
		TOTAL :	14	12	2			

Not in Stock Card Report but in Location Stock Card Report

All Versions – SK Oung

Solution

Refer to Q.19

Q.29 Alert message “**Access not allowed**” prompted after selected item location in any transaction.

All Versions - Maxx

Solution

Go to Housekeeping → Run Setup → User Defined → User Defined Field – iclocate.dbf → Mark All → Yes

Q.30 When preview/print an Invoice, why the **total amount** is **repeated** in every page? I want it to be showed in last page only.

All Versions - Maxx

Reason

This is because you have typed in a lot of comment until the system cannot recognize them.

Solution

In body transaction, click on Add button, **tick on Service** but without selecting any service code, then just click on Save button

Q.31 Error message prompted when selecting a company:  
**Gldata.dbf found access not allowed**

All Versions – Maxx

Solution

(In Windows Explorer) Go to STK program folder & delete the file **gldata.dbf**

Q.32 When I issue an **Invoice** which **updated from DO** (quantity is 2 units), I then change the quantity to 3 units. Why the Stock Card report is still showing 2 units instead of 3 units? (Note: “Allowed edit quantity of invoice generated from DO” is ticked in Dealer Menu)

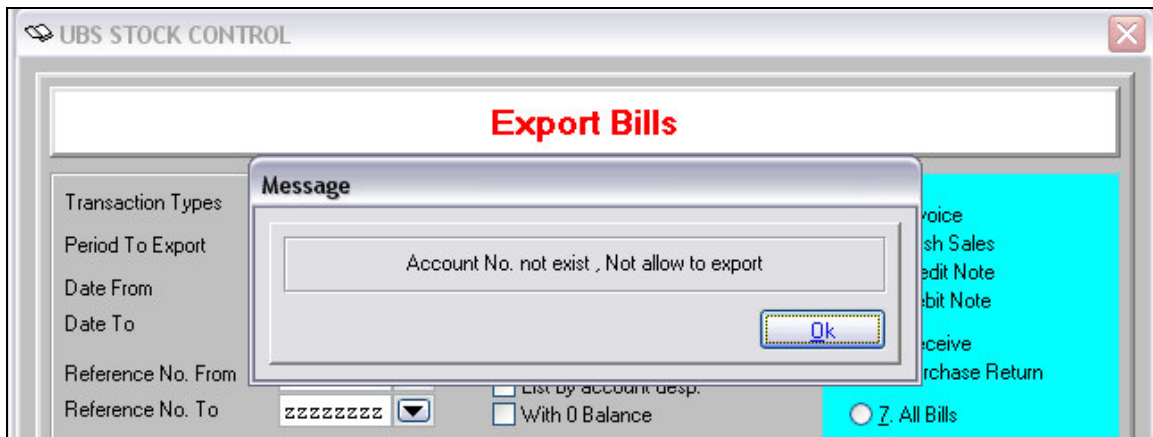
All Versions - Maxx

Solution

If you change the quantity when issuing an Invoice, the system won't update the new quantity into DO. Furthermore, Stock Card report will show the quantity from DO instead of Invoice. You should delete the Invoice first, edit DO quantity and then add a new Invoice which updated from that DO.

Q.33 Message prompted when execute **Post to Daccount**:

- a) Account No. not exist, Not allow to export.
- b) Account not found, Not allow to import. Account no:0000/000. Record no.2”.



All Versions – Shir Lee

Solution

- 1) The account no. doesn't exist in the ACC
- 2) Some of the account no. hasn't defined in the *Housekeeping* → *Run Setup* → *General Setup* – *Account No.*
- 3) Some of the Account no. hasn't defined in the *Maintenance* → *Miscellaneous Files* → *Group Maintenance*
- 4) The linking path is wrongly defined (*Housekeeping* → *Run setup* → *General Setup* → *Account No.: Sub-dir for customer, vendor & chart of A/C*)

Q.34 Why I can't view the **item comment** after invoice imported from other directory?

Version 9.1 (01 Mar 2006) - Maxx

Reason

STK will not keep the item comment in ictran table if you un-tick Use Memo field as Comment (in Country Setting).

Solution

Note: Assume user already have invoice with item comment

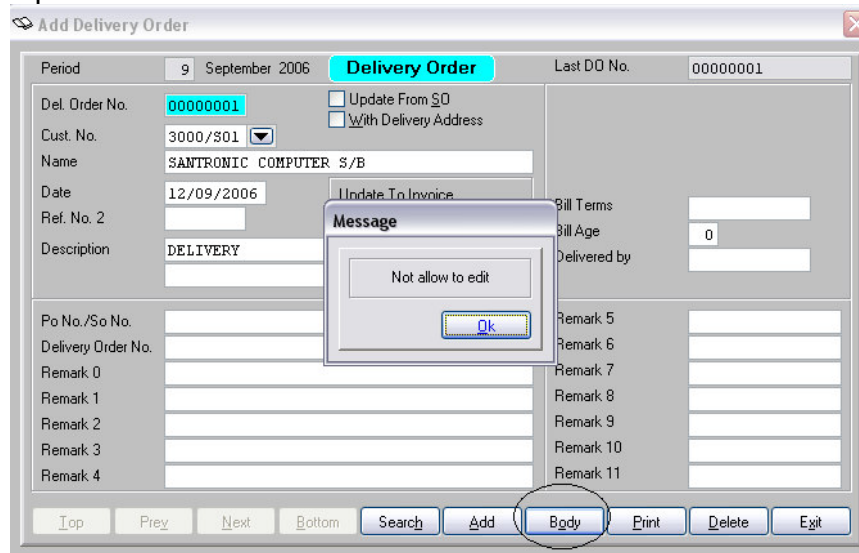
Step 1) Tick **Use Memo field as Comment** in *Country Setting / in Upgrade Data Files* module

Step 2) Run **Upgrade Data Files** in *Housekeeping*

Step 3) Do export transaction in *Export to DBF file*

Step 4) Do import transaction in *Import to DBF file*

Q.35 Why I can't enter to **DO** body to make the **amendment**, message prompted 'Not allow to edit '?



All Versions – Shir Lee

Solution

Make sure this DO is already updated to Invoice.

If yes then go to *Housekeeping* → *Exit*, press **A** then key in **UBS** (Dealer Menu), tick on 'Allow edit quantity of invoice generated from DO.

Q.36 How to disable **Setting** button in *Select Company* menu?

All versions – Maxx

Answer

At *Select Company* menu, click on **Setting** button and the tick **Disable this setting** in *Smart Lock Setting* menu.

Q.37 Why only the **Housekeeping** module is allowed to access after restoring data?

*All Versions – KLH*

Solution

Go To *Housekeeping* → *Run Setup* → *General Setup* → *Account No.*, make sure the path for UBS Accounting linking is assigned correctly or remove the origin directory in the path.

Q.38 How to customize invoice report to sum **total item** and **total quantity without** service item?

*All Versions – KLH*

Solution

**Add 5 variables:**

Variables	Value to store	Calculate
Itemcount	lctran.itemcount	Nothing
Svcount	iif(icttran.linecode = "SV", itemcount - (itemcount - 1), 0)	Sum
Totalcount	lctran.itemcount	Count
Svqty	iif(icttran.linecode = "SV", icttran.qty, 0)	Sum
Totalqty	lctran.qty	Sum

**Add 2 fields:**

Totalcount – Svcount

Totalqty-Svqty

**Result:**

ITEM NO.	DESCRIPTION	QTY
1 A01	AAA	5 UNIT
2 C01	CCC	8 UNIT
3 T01	TRANSPORT CHARGES	1

TOTAL ITEM	2
TOTAL QUANTITY	13

- Q.39 Error message prompted upon login:  
**Housekeeping in progress, not allow to proceed**

*Version 9.1 and after – Maxx*

Solution

Refer to Q.3

- Q.40 If I accidentally deleted an Invoice and un-ticked “**Recover Related DO**”, a message prompted (**No outstanding DO for this customer**) when I issue an Invoice and tick “**Update From DO**”. How do I recover the DO?

*Version 9.0 & above – SK Oung*

Solution

Go to *Boss Menu*, tick **Change ToInv No**, (at **To Invoice** column) delete the invoice no of the particular DO.

- Q.41 Why I can't control **Minimum Selling Price** when issuing INV? I have already ticked Minimum Selling Price and keyed in the password under Safety Control Password (Dealer Menu). I also have keyed in figure in 2<sup>nd</sup> Selling Price under Item File Maintenance.

*All versions – Maxx*

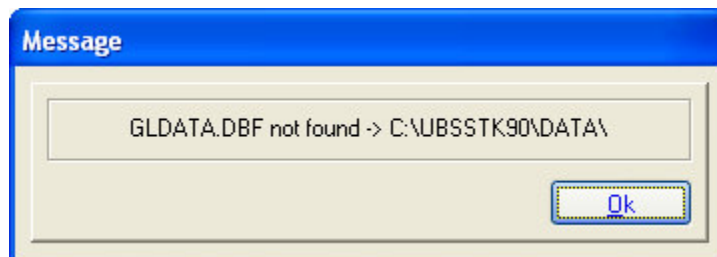
Reason

Reason 1: Forgot to activate Minimum Selling Price in Housekeeping  
Reason 2: Item selling price is still higher than Minimum Selling Price

Solution

Tick **With Minimum Selling Price** in *Housekeeping* → *Run Setup* → *General Setup* → *Item Maintenance*

- Q.42 Why the alert message prompted out “**GLDATA.DBF not found -> C:\UBSSTK90\DATA\**” after linked to UBS Accounting data folder (Housekeeping → Run Setup → General Setup → Account No.)?



*All versions – Maxx*

Answer

User has selected the wrong UBS ACC data folder.

